



Defeat
the
Grease
Goblin



Clogged or blocked pipes are the main cause of sewer spills. Help us prevent this from happening.

- Mechanical & structural failures and human error can cause sewage overflows & spills, but usually the problem is caused by clogged or blocked pipes that send wastewater backwards and out of manholes, onto the ground and sometimes into surface water. Kitchen grease and other fats, oils & greases put down drains cause blockages that lead to more than half of all sewer spills.
- Most spills are relatively small and can be stopped and cleaned up quickly. Left unattended, however, spills can cause property damage, foul odors, environmental problems and fish kills. In a worst-case scenario, they can create public health and safety hazards.
- Charlotte-Mecklenburg Utilities has a core mission and commitment to protect our environment. Our goal is zero overflows.

Help Us Protect Our Sewer System and Environment

- Report suspected sewage spills call our 24-hour Rapid Response Team at 704-357-6064.
- Homeowners should dispose of animal fats & greases by freezing them in a coffee can -- or mix liquified vegetable fats with kitty litter or coffee grounds -- and deposit them in the trash.

Where can I get the full report?

The complete 2001 Wastewater Performance Report -- roughly 30 pages long -- can be obtained at www.cmutilities.com or by calling the City-County Customer Service & Information Center at 704-336-7600.



CHARLOTTE.
CHARLOTTE-MECKLENBURG
UTILITIES

CHARLOTTE-MECKLENBURG UTILITIES

WASTEWATER

PERFORMANCE REPORT 2001



PROTECTING OUR ENVIRONMENT

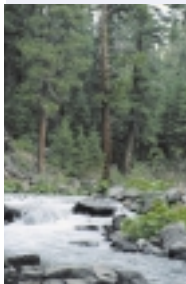


CHARLOTTE.
CHARLOTTE-MECKLENBURG
UTILITIES

www.cmutilities.com

WASTEWATER

What am I reading?



This is a summary report of Charlotte-Mecklenburg Utilities' wastewater system performance between July 1, 2000 and June 30, 2001. The State Clean Water Act, effective Oct. 1, 1999, requires all wastewater collection and treatment systems in the state -- public and private -- to publish an annual report detailing how a system works and how well it performed during the year, including all reported sewage spills and overflows or other federal or local environmental violations.

How did we do?

Sewage spills and overflows are a continuing challenge in this community and elsewhere, but our record is a good one. During the last fiscal year your public wastewater system safely collected, cleaned and discharged more than 99.99% of this community's estimated 28 billion gallons of wastewater. Less than 0.01% escaped the collection and treatment system in the form of sewage spills and overflows. We are pleased to have seen a decline in spills during the past two consecutive years, yet our goal continues to be zero overflows and full compliance with all local, state & federal environmental guidelines.

Performance Highlights This Year

- Three plants earn national awards for high performance
- 32 miles of sewer pipe restored or replaced
- 918 miles of sewer lines cleaned (some

repeated cleanings included)

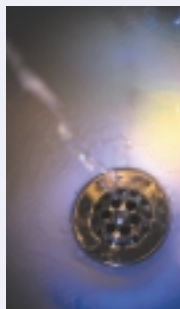
- Plan put into effect to further enhance future wastewater collection & treatment performance
- More alarms & monitoring at sewage pumping stations
- New Oil & Grease Prevention Program checked grease handling facilities at 1,206 restaurants

Challenges

- 213 spills caused by grease blockages and other factors in the pipe delivery and treatment system
- Continuous monitoring needed to prevent hazardous discharges into the sewer collection and treatment system.

Where does our wastewater go?

Charlotte-Mecklenburg Utilities serves all of Mecklenburg County, providing wastewater services to more than 700,000 customers. An average of 76 million gallons of wastewater is collected daily through a 3,000 mile pipe network. Wastewater flows by gravity to one of five wastewater treatment plants -- McAlpine Creek, Sugar Creek, Irwin Creek, Mallard Creek & McDowell Creek. Each plant is staffed by state-certified operators 24 hours a day, 365 days per year to ensure wastewater is safely treated and discharged back into the environment. Solids removed during treatment are safely recycled as part of a land application program.



How Your Wastewater is Treated

1.

2.

3. Secondary Treatment - Remaining solids settle out in large basins before the water is disinfected
4. Discharge - Disinfectant is removed, then the water is released back into creeks to flow downstream

1. Primary Treatment - Solid particles and objects are captured in grit screen and primary clarifiers
2. Aeration - Oxygen and microscopic organisms are mixed with remaining water to remove harmful elements

3.

4.

